



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Frederic P. Messinger and Bruce E. Nevin  
Application No.: 09/345,903 Group: 2174  
Filed: July 1, 1999 Examiner: Tran, Mylinh T.  
For: Method and Apparatus for Software Technical Support and Training

#7/B  
7-16-02  
B. Hilliard  
RECEIVED  
JUL 11 2002  
Technology Center 2100

Date: <u>July 8, 2002</u> EXPRESS MAIL LABEL NO. <u>EL 928152014US</u>
---

PRELIMINARY AMENDMENT

Box CPA  
Assistant Commissioner for Patents  
P.O. Box 2327  
Arlington, VA 22202

Sir:

This Preliminary Amendment is being filed, together with a Continued Prosecution Application (CPA), in response to the Final Office Action mailed from the U.S. Patent and Trademark Office on April 24, 2002 in the above-identified application. Applicants thank Examiner Tran for the Examiner's Interview on July 3, 2002. This Amendment is the same as the Proposed Amendment After Final Rejection discussed during the Examiner's Interview.

Please amend the application as follows:

In the Claims

Please amend Claims 1 and 12.